

Class Code 5310/Nonexempt  
Position Title Senior Coordinator  
Working Area Information Services  
Effective Date November 26, 2002



## **JOB DESCRIPTION**

### **Scope**

Professional, analytical and technical work to maintain, troubleshoot, and repair computer and telephone systems, hardware, software, servers, and other network components.

### **Essential Functions**

*Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Perform system administration for County LAN, and personal computers. Install, maintain, and support servers. Install and administer network equipment. Diagnose, troubleshoot and repair computer problems. Install hardware, software and peripherals. Recommend personal computer software and hardware. Identify technical (equipment, software, training etc) solutions for end users. Maintain a proactive role understanding and evaluating vendor's products for personal computers. Responsible for layout, moves, adds, and changes in telephone hardware. Maintain daily the telephone system including the Meridian Mail system. Train telephone users on equipment features. Document the status, steps taken, failures, and final results when closing assigned work orders in the Help Desk software. Assist other agencies (Constitutional officer, elected officials, municipalities etc) in the installation and configuration of equipment. Document procedures for installations, repairs or other functions performed. Perform administration and maintenance of Unix servers, including Webserver and GIS. Perform administration and maintenance of the AS400 and support of various AS400 applications.

### **Minimum Qualifications**

#### **Knowledge and Skills**

Knowledge of TCP/IP, IPX and Netbeui protocols. NT operating systems, Novell and Microsoft environments. Knowledge of network concepts. Knowledge of standard practices associated with telephone system installations, modifications, maintenance and repairs. Ability to present ideas clearly and concisely both orally and in writing. Ability to perform functional and performance tests, analyze test results, detect programming errors and perform proper corrective action. Ability to troubleshoot routers, hubs, switches and DSU/CSU's. Ability to use various test equipment. Ability to meet and deal effectively with the public, county staff, Constitutional Officers, and Elected Officials. Ability to organize and prioritize tasks simultaneously.

#### **Education**

Associates's Degree and three (3) years progressively responsible experience in the computer support field. Microsoft and Novell certification is preferred.

*A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

### **Working Conditions**

The work environment for this position is generally an office setting as well as a maintenance shop environment.